GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2936
ANSWERED ON:13.12.2006
FAULTY TELEPHONE BILLS
Singh Deo Smt. Sangeeta Kumari

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a)whether a large number of complaints of faulty telephone bills have been received in rural areas of Orissa;

(b)if so, the details thereof during the last three years;

(c)the number of officials found guilty in this regard alongwith the action taken against them; and

(d)the steps taken/being taken by the Government to avoid recurrence of problem s being faced by the rural telephone subscribers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b)Yes, Sir. Some cases have come to light in one SSA (Secondary Switching Area) of Orissa Circle. These were 125 cases in respect of WLL (Wireless in Local Loop) subscribers in rural areas under Bolangir SSA. In these cases the rental was charged wrongly at the urban rate as per location of BTS (Base Terminal Station), however bills were corrected the moment it came to notice and necessary adjustment has been made for the excess payment.

(c)Since it was an inadvertent error, no action was found justified.

(d)Utmost care is being taken to avoid such errors in future. Existing instructions on the subject have been reiterated to the field units to avoid recurrence of such type of problems in future.